

# MIScorecard Performance Summary

**Agency: Rehabilitation Services**  
**Director Jaye Porter**  
**Period: 1st Quarter - FY '12**

## SCORECARD

**Legend:**

|        |                          |
|--------|--------------------------|
| Green  | 90% or greater of target |
| Yellow | >=75% to <90% of target  |
| Red    | less than 75% of target  |
| White  | not applicable           |

| Metric  | Status | Trend | Target       | Current | Previous | Frequency | Metric Definition  |
|---|--------|-------|--------------|---------|----------|-----------|--|
| <b>Rehabilitation Services</b>                        |        |       |              |         |          |           |  |
| Employment Outcomes                                   | Green  | ↑     | 1750         | 2,058   | 1838     | Quarterly | Number of customers employed => 90 days                                  |
| Hourly Wages Increase                                 | Green  | ↑     | 75%          | 81.0%   | 73.0%    | Annual    | Percent increase in hourly wage from application to closure (FY11/FY10)  |
| Average Hourly Wage                                   |        | →     | Top 5 States | Top 2   | Top 2    | Annual    | Average hourly wage for employed customers (FY10/FY09)                   |
| Employment Provided Services                          | Red    | ↓     | 465          | 249     | 530      | Quarterly | Number of employers served   |
| Employer Services Provided                            | Red    | ↓     | 840          | 589     | 934      | Quarterly | Number of services provided to employers (Job Acquisition and Retention) |
| Centers for Independent Living Information & Referral | Green  |       | 4,250        | 4,077   | N/A      | Quarterly | Number of Individuals Served   |